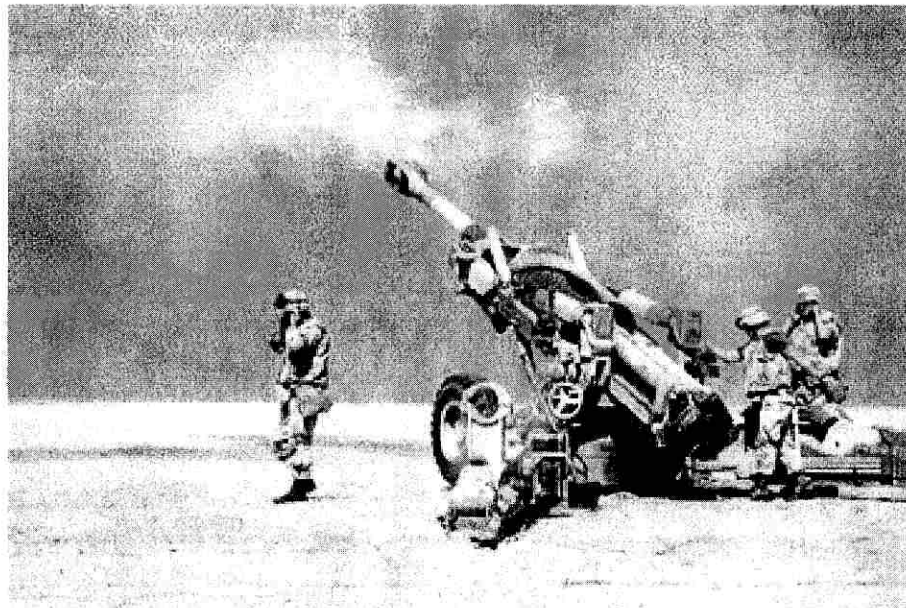


3D BATTALION, 11TH MARINES

FAMILY READINESS HANDBOOK





UNITED STATES MARINE CORPS
3D BATTALION, 11TH MARINES
1ST MARINE DIVISION (REIN), FMF
MCAGCC, TWENTYNINE PALMS, CA 92278-8264

IN REPLY REFER TO:
1754
CO
3 Mar 05

From: Commanding Officer, 3d Battalion, 11th Marines
To: Family Members of 3d Battalion, 11th Marines

Subj: FAMILY READINESS HANDBOOK

1. The continuing deployment of Marine Forces is an example of why family readiness is important. I hope this handbook will be informative and help prepare families for deployments. The current Global War on Terrorism, the Marine Corps operations in Iraq, and the continued Marine Corps forward presence in Okinawa serve as a continuing reminder that we as Marines must maintain a high state of readiness to respond to any emerging situation. Military preparedness includes our family member's ability to function without the physical presence of their Marine or Sailor.

2. Family readiness requires continued planning, not just with the commencement of a deployment. Prior planning is the key to success. The Family Readiness Handbook covers a wide range of topics that will be of importance to you should we have to deploy. It includes information on the 3d Battalion, 11th Marines Key Volunteer Network Program, a quick reference of key phone numbers, readiness planning and survivor benefits. While the handbook is not an answer to all your questions, it is a comprehensive starting point to assist you.

3. Not everyone in the battalion will deploy, only the minimum number necessary to accomplish the mission. All of our family members should read and utilize this handbook and be prepared should the battalion be mobilized. Information is always available through the Family Readiness Hotline, 830-5535.

4. If you have any questions please do not hesitate to contact our Assistant Family Readiness Officer in the battalion Adjutant's office, at 830-5535.

D. H. FAIRFIELD

TABLE OF CONTENTS

| | | |
|------|--|----|
| I. | Telephone Listings | |
| | A. 3d Battalion, 11th Marines | 3 |
| | B. Base Phone Numbers | 4 |
| | C. Off Base Phone Numbers | 5 |
| II. | What to do now | |
| | A. Family /Personal Documents | 6 |
| | B. Base Housing Information | 6 |
| | C. Auto Care | 8 |
| | D. Newlyweds | 11 |
| III. | Dealing with Deployment | |
| | A. Battalion Support of Families During Deployment | 12 |
| | B. Stress Management | 12 |
| | C. Effects of Family Separation | 13 |
| | D. Problems That May Arise | 14 |
| | E. If You Move Before or During Deployment | 16 |
| | F. Military Pay | 17 |
| IV. | Resources to Assist You | |
| | A. American Red Cross | 19 |
| | B. Career Resources Office | 19 |
| | C. Chaplain | 19 |
| | D. Chaplain's Religious Enrichment Development Operation (CREDO) | 19 |
| | E. Child Development Programs | 19 |
| | F. Counseling | 20 |
| | G. Domestic Violence Intervention | 20 |
| | H. Education Office | 20 |
| | I. Exceptional Family Member Program | 20 |
| | J. Information and Referral | 20 |
| | K. Key Volunteer Program | 20 |
| | L. Legal Services | 20 |
| | M. Library | 21 |
| | N. Lifestyle, Insight, Networking, Knowledge, Skills (LINKS) | 21 |
| | O. Navy / Marine Corps Relief Society | 21 |
| | P. New Parent Support Program | 21 |
| | Q. Personal Financial Management Program | 21 |
| | R. Prevention and Education | 21 |
| | S. Prevention and Relationship Enhancement Program | 21 |
| | T. Relocation Assistance Program | 21 |
| | U. Substance Abuse Counseling Center | 22 |
| | V. Unity Home | 22 |
| V. | Communication | |
| | A. Postal Information | 23 |
| | B. Letter Writing Guide | 23 |
| | C. Phone Calls | 24 |
| VI. | Medical Information | |
| | A. Naval Hospital Twentynine Palms | 25 |
| | B. TRICARE | 25 |
| VI. | Base Map | 28 |

3d Battalion, 11th Marines Information Resources

3/11 Family Readiness Officer
Maj. James Kendall

3/11 Assistant Family Readiness Officer
1stLt. Justin Beyer
(760) 830-5535
E-mail: beyerja@29palms.usmc.mil

Battalion Duty
(760) 830-5549

Key Volunteers

The Key Volunteer Network serves as a source of information and referrals for 3d Battalion, 11th Marines families. If you would like to be contacted by your Key Volunteer please call the Assistant Family Readiness Officer at (760) 830-5535.

Key Volunteer Advisor 3/11

Nancy Fairfield

Key Volunteer Coordinator 3/11

Lenore Kendall

Headquarters Battery

Jean Smith

Battery I

Cynthia Luna

Battery K

Sharon Cameron

Battery L

Sarah Bauer

Battery M

Jill Stout

Website Information

The unit's website is located at <https://www.29palms.usmc.mil> From the 29 Palms home page click on FMF units and then on the "3/11" link. This website has a Family Readiness page for the company .

The information provided above is protected by the Privacy Act of 1974, Title 10 United States Code. In accordance with the Privacy Act of 1974, this information is being provided for official use only and cannot be disclosed to anyone other than those it is intended for.

I. OFF BASE TELEPHONE NUMBERS

Area code 760 unless otherwise indicated

| | |
|---|--------------|
| In case of an emergency dial | 911 |
| Government | |
| Dept of Motor Vehicles, 29 Palms | 367 9565 |
| Medical | |
| Hi-Desert Medical Center, Joshua Tree | 366 3711 |
| Social Services | |
| Alcoholics Anonymous, 29 Palms | 366 1780 |
| Child Protective Services | 800 827 8724 |
| Child Help USA | 800 422 4453 |
| Rape Crisis Hotline | 800 870 5905 |
| Social Services Department, San Bernardino County | 909 387 7100 |
| Unity Home, 29 Palms (for domestic violence) | 366 9663 |
| Transportation | |
| Alpha 29 Yellow Cab | 367 1976 |
| Enterprise Rent-A-Car | 366 0515 |
| Grey Hound Bus, Palm Springs | 800 231 2222 |
| Morongo Basin Transit Authority | 800 794 6282 |
| Top's Taxi | 367 6748 |
| Utilities | |
| Adelphia Cable Co. | 367 2871 |
| Electric, So. Ca. Edison Co., 29 Palms | 800 655 4555 |
| Natural Gas, So. Ca. Gas Co., 29 Redlands | 800 427 2200 |
| Propane Gas | |
| AmeriGas, Yucca Valley | 365 2432 |
| Ferrell Gas, Yucca Valley | 228 1797 |
| G&K Propane, Yucca Valley | 367 2222 |
| Telephone, Version | 800 483 4000 |
| Trash, Sierra Environmental, 29 Palms | 367 9168 |
| Water, 29 Palms Water District | 367 7546 |

II. WHAT TO DO NOW?

The Battalion is doing its part to assist you in preparing for a possible deployment, but there is more you need to do to prepare yourself and your family. Most of your family matters require your initiative. Please take the time to check the following lists with your spouse and take appropriate action.

A. Family/Personal Documents

Make sure that your spouse knows where they are and can get to them.

1. Birth certificates for all family members
2. Marriage certificate.
3. Insurance policies.

| Type | Company | Policy # | Phone | Payment due |
|-----------|---------|----------|-------|-------------|
| Auto | _____ | | | |
| Household | _____ | | | |
| Life | _____ | | | |

4. Deeds, Mortgages, Lease Agreements
5. Social Security Numbers His _____ Hers _____
Children (names and SSN)
6. Military Records (copies)
7. Automobile Title or Loan Papers
8. Federal and State Income Tax Returns
9. Banks Accounts (make sure your spouse has full access to accounts)
10. Savings Bonds and Securities
11. Wills
12. Power of Attorney (general and specific)
13. Up to date ID cards for all family members

IF Applicable

14. Current passport (if you have family living overseas)
15. Divorce decrees
16. Court orders pertaining to support and custody of your legal dependents.
17. Death certificates of former wife, former husband of you spouse, and/or children.
18. Naturalization or citizenship papers

B. Base Housing Information

1. For Those on the Waiting List:

Applying for Quarters

Only the service member may apply for base housing/quarters. Spouses may not apply under any circumstances. Housing applications must be completed before a deployment. Applications normally are not mailed. You may pick up an application at the Housing Office.

If the service member is not able to apply for base housing prior to deployment due to just arriving on station, the Housing Office will mail an application to the service member. As soon as the application is returned the application will be considered.

Authorization for Assignment to Quarters

A spouse may sign for quarters in the service member's absence only if the Authorization for Assignment to Quarters form is completed. Remember that the service member is giving permission to obligate his pay and allowances, and the spouse will be acting on his behalf in housing matters. Having a Special Power of Attorney is the only other way the spouse may accept quarters in the service member's absence.

Application on File

If the application is currently on file with the Housing Office, ensure that phone numbers (home and work) are correct. If the spouse is out of the area, the Housing Office will attempt to contact her with regard to the housing status. The spouse may contact the Housing Office at any time to inquire about the housing status.

Renting

If you reside off-base and expect to accept quarters, you should make only short-term commitments for temporary housing. Some landlords require only a month-to-month tenancy and may accept a 15-day release when housing becomes available. A lease is a valid legal document allowing you little or no flexibility in your choices, so think twice before you sign one.

If you have a signed lease, ensure that a copy is on file at the Housing Office with your application. The Housing Office will not offer you quarters until your lease is about to end. Kindly notify the Housing Office 30 days prior to your lease expiring. This will remind them that you are ready to accept quarters.

Accepting Quarters

When you accept quarters, the Housing Office processes your voucher to stop BAQ. However, you may experience up to a 3-week delay before that money stops appearing in your paycheck. If you receive extra money at first, do not spend it. You will need it later when the disbursing records catch up with your pay and the extra money is removed.

2. For Those Already in Quarters:

Absence from Quarters

If the spouse expects to be away from quarters, complete an Absence From Quarters form. Absences are normally approved for a 30-day period. Extensions involving special circumstances will be considered on a case-by-case basis.

Guests

Guests are welcome to visit you in your quarters. Guests staying for 72-hours to 30-days must receive a Guest Pass from the Housing Office. In order to have guests staying for more than 30 days, an Administrative Action form must be completed.

C. Auto Care

During the separation period, the family automobile suddenly becomes the spouse's responsibility. To help assure the vehicle operates smoothly until the service member's return, we suggest that you and your spouse use the following checklist.

1. Automobile maintenance

a. Check operation and condition of:

- | | |
|--|--|
| <input type="checkbox"/> Headlights: high and low beam. | <input type="checkbox"/> Turn signals: front and rear. |
| <input type="checkbox"/> Parking lights: front, rear, and both sides. | <input type="checkbox"/> Brake lights. |
| <input type="checkbox"/> Interior lights: dome, trunk, glove box, hood. | <input type="checkbox"/> Back-up lights. |
| <input type="checkbox"/> Power steering. | <input type="checkbox"/> Seat Belts. |
| <input type="checkbox"/> Radiator and heater hoses. | <input type="checkbox"/> Battery cables. |
| <input type="checkbox"/> Engine vacuum lines. | <input type="checkbox"/> Horn. |
| <input type="checkbox"/> Windshield wipers and washers. | <input type="checkbox"/> Air filter. |
| <input type="checkbox"/> Brake linings, discs, and both side pads. | <input type="checkbox"/> Fuel lines. |
| <input type="checkbox"/> Shock absorbers. | <input type="checkbox"/> Brake lines. |
| <input type="checkbox"/> Tires (spare too). | |
| <input type="checkbox"/> Engine drive belts: fan alternator, air conditioning. | |
| <input type="checkbox"/> Instrumental panel gauges and warning lights. | |

b. Check fluid level of:

- | | |
|---|---|
| <input type="checkbox"/> Radiator | <input type="checkbox"/> Expansion tank |
| <input type="checkbox"/> Master brake cylinders | <input type="checkbox"/> Battery |
| <input type="checkbox"/> Windshield washer | <input type="checkbox"/> Engine oil |
| <input type="checkbox"/> Transmission | <input type="checkbox"/> Rear-end lubricant |

c. Check the air pressure of: all tires (including the spare).

d. Know:

- ☐ Location of spare bulbs/fuses.
- ☐ How to check oil and other fluid levels.
- ☐ How to check tire pressure.
- ☐ How to change a tire.
- ☐ Location of spare keys.
- ☐ Location of papers (registration; title, insurance).
- ☐ Name of reliable auto repair facility/towing service.
- ☐ Details of this specific car (make, model, identification number, engine number and size, horsepower, battery voltage system, body type, transmission type, number of cylinders, and accessories).
- ☐ How to change bulbs/fuses and use of fuse removal tool.
- ☐ When and where to have the car serviced (oil filter, oil change, lubrication, tire rotation, and tune-up).
- ☐ What kind of gasoline the care uses.

- _____ If a tire must be replaced, what type and size.
- _____ Whether the present tires, battery, and muffler all have a guarantee.
- _____ Name, phone number, location of insurance company, and when the next premium is due.
- _____ How to jump-start the car.

e. Complete the following before the Marine/Sailor departs for deployment:

- _____ Have the car greased.
- _____ Have the car tuned up.
- _____ Have the oil and oil filters changed.
- _____ Check the front-end alignment.
- _____ Have the deploying Marine/Sailor leave his car keys.
- _____ Set aside an extra set of keys in case of lockout.

f. Driver's tool kit. This should include jumper cables, insulated pliers, two insulated screwdrivers, adjustable wrench, flashlight, vice-grips, and a bottle of drinking water. Keep the flashlight handy in the car and use it occasionally (dead batteries can be infuriating in an emergency). Wrap all other items in a large clean cloth, put the package in a plastic bag to keep dry, and stow it in your trunk.

g. Repair the car. There is a very good chance you will have to take the car to a maintenance facility during your husband's absence. With proper care and precaution, you can reduce your chances of getting "taken" even if you know nothing about cars. Have your car serviced at the time and in the manner recommended by the manufacturer. This information is always contained in the car's OWNER'S MANUAL. If you do not have such a manual for your car, the dealer or a reputable mechanic can provide you with the necessary information. If you do not already know a good repair facility, find one NOW before you end up stuck with the place nearest to where your car stopped running.

2. Buying a car

- a. During the deployment, you may decide to buy a car. If this happens, you should send a telegram or email to your husband. He may then consult with the Legal Officer and send you all the forms needed to handle things.
- b. The first auto decision for a family is whether to buy a new or used car. The advantage of a new car is the warranty, a promise to fix problems, usually for one year or 12,000 miles. Of course, one pays a lot more for the privileges of being the first owner and the warranty. Be sure to check at least three dealerships for price comparisons. The basic advantage of a used car is lower price...but before you figure you have got a good deal, read the following:
 - 1) If you buy a used car from a used car dealer, the advantages are lower price and the fact that trade-ins are generally accepted. The disadvantages are that they offer very limited warranties and sometimes have poor or non-existent service departments. At a new car dealer, a used car will usually come with a better warranty and a better service department to back it up, but the prices are higher

and they may well offer much less for a trade-in. The advantage of buying from an individual is that the price is usually the lowest available, but you get no warranty, no service, and (unless the person is a friend) you do not know where the car came from. Before you buy any used car, check the car's legal ownership by visiting a Department of Motor Vehicles Office and paying a small fee. If a loan company is listed, they must give permission to sell the car.

- 2) Before you decide on any used car, check the N.A.D.A. Official Used Car Guide. This tells you the average selling price and trade-in value of the car you are thinking about buying and the one you want to get rid of. Checking N.A.D.A. values is a must before buying any used car. It has good information as to whether you are being robbed or are paying a fair price. You can find this car guide in any public library.

c. Automotive financing

- 1) Financing a car means borrowing money, and "borrowing" means a contract in writing. Whether you borrow through a dealer or a bank/credit union, automobile loans almost always allow two things: acceleration and repossession. If you fail to make the monthly payments when they are due, the holder of your contract can accelerate the payments and demand that you pay off the entire balance right then and there. Since few people can pay it all at once, he can repossess your car and sell it. If the sale amount is less than you owed, he can force you to pay the balance.
- 2) Some people think it is best to borrow through a dealer, figuring that if they have any problems with the car which the dealer does not fix, they will just withhold payments. **WRONG, WRONG, WRONG!** Until recent legislation outlawed much of the practice, if you financed through a dealer, the dealer contract almost always had a clause that said you promised not to do just that. It is called a "Waiver of Defenses" clause in your contract. Try writing "no" and your initials by it. BE CAREFUL, the legislation is new and may still have loopholes. If you finance your car through the dealer who sold it, you may pay a higher interest rate. Instead, try a Navy or Marine Credit Union where you can be sure that you will get a fair and honest deal on the money borrowed. But compare the interest rate with different credit unions. The rate could vary as much as two percent.

d. Automobile Insurance

- 1) It is highly recommended that you **DO NOT** buy insurance through the dealer who sold you the car. Some dealers have "kick-back" arrangements with insurance and finance companies and you may get an insurer who will not be very helpful after an accident. If you then must quit making payments on your car, the dealer could then repossess the car, sell it (damaged), and charge you the balance owed.
SHOP AROUND FOR INSURANCE, YOU COULD SAVE MONEY!!!

- 2) Pick your own insurance and never buy a thing called a "creditor life" or creditor disability insurance. It does nothing for active duty people unless they are dead! Never finance anything except the cost of the car itself. If at all possible, finance your car through a Navy affiliated credit union or a bank.

D. Newlyweds

If newlywed, the military member of the family should do the following things to correct his records at the FIRST opportunity:

1. Go to the personnel office and change your official records to show that you are married, listing your wife as "next of kin".
2. At the personnel office, have your wife listed as your beneficiary for government and civilian insurance policies.
3. At the personnel office, apply for a family member's identification and privilege card (use form DD 1172) and enroll in DEERS (Defense Eligibility Enrollment Reporting System).
4. At the Personnel Office, apply for BAH and COMRATS. Also, start an allotment or direct deposit for your wife.
5. Check at the BAS to have your wife listed as the next of kin in the event of casualty. Be sure that your health record indicates whether you are Catholic, Protestant, Jewish, etc.
6. Go to the U. S. Naval Hospital and enroll your wife, ensuring a health record and medical card is filled out.
7. Attend a welcome aboard presentation with your new spouse.
8. Married personnel may sign-up for the Marriage PREP Seminar. Contact the Religious Ministries Directorate at 830-6304. Also, if you want to spend a weekend away from 29 Palms at the CREDO Marriage Enrichment Retreat by calling the CREDO Office 830-4989. Both are excellent choices!

III. DEALING WITH DEPLOYMENT

A. Battalion Support of Families during Deployment

The Marines and Sailors of the Battalion who remain behind during any deployment will be able to coordinate support for families. This is done primarily through the 1st Tanks Key Volunteer Network. In addition, assistance for any spouse or family member during deployment can be obtained through the base Duty Chaplain (830-2190). He may aid you directly or refer you to others who have the training to help. Assistance is available for a variety of problems, including, but not limited to, the following:

- a. Family
- b. Communication with husband
- c. Personal concerns
- d. Information about battalion
- e. Rumor control
- f. Religious concerns

B. Stress Management

The following recommendations are based on the experience of professional counselors and the MAGTFTC Family Service Center. Although most apply to all of us, spouses of deployed Marines/Sailors should find them to be most useful.

- a. Get up earlier to allow yourself more time before starting the day's work.
- b. When making your "to do" lists, plan in such a way that you don't "burn out" or put more stress on yourself.
- c. Attempt to accomplish tasks of the highest priority first. Those of lower priority will work themselves into your schedule. In handling all tasks, take your time.
- d. Set realistic, short-term goals (e.g. job promotion, volunteer work, educational opportunities, etc.)
- e. Spend some time away from the children. Plan an activity that you will look forward to (movies, eating out, etc.) with others you know. Leave the children with a trustworthy and qualified sitter.
- f. Take a break several times a day, even if it's only five minutes.
- g. Take care of yourself when you are "feeling down." Play your favorite music and let the housework go for a day.
- h. Don't make drastic changes in your lifestyle while you are separated. Stick to a general routine with which you are already comfortable.
- i. If you work outside the home, take your time eating during your lunch break and don't talk about your work. Leave your work where it belongs.
- j. Try to spend your time off with happy people.
- k. Pay attention to your diet, sleep and exercise. Remember, you can be anything you resolve yourself to be.
- l. Most importantly, ask for help if you need it. It's available, and you deserve it.

Contact the Family Service Center at 830-6344 or 830-6345 for information on stress management classes and materials.

C. Effects of Family Separation

Some say that children are relatively unaffected by their father's absence, but studies indicate that this is not true. Children, in most cases, experience the same psychological pattern as their mother's due to their own feelings of loss and their own awareness of their mother's overall emotional situation. They are, generally, upset or calm when she is.

Some women overcompensate for their husband's absence by becoming permissive and/or overprotective with their children. Rules, once ironclad, now change. Some decisions are harder to make alone. This is a different environment for children. They become caught between two worlds, juggling their behavior according to whether or not their father is home.

Both parents must be consistent in their discipline of the children. Some fathers emotionally become "one of the kids" while deployed and expect their wife to manage the home alone. There is also the mother who leaves the children emotionally without a parent by deferring all decisions until her husband returns. These are unwise courses of action and should be avoided.

Upon their father's return, children behave in a variety of ways – happy hugs and kisses, squeals of welcome on the one hand, but also feelings of hurt, anger, resentment, and hostility on the other. Child psychologists say ALL children have positive and negative feelings toward the returning parent. That's okay, as long as the feelings are dealt with honestly. "Children need stability," says one military counselor. "Look at it this way, if one of the two most important people in your life were constantly coming and going, here two weeks, gone four to eight months, home two days, wouldn't your security be shaken a little? Imagine what it does to your children."

With father gone, children often become the main focus of the mother. But what happens when he returns and she becomes a wife again? The child often feels he's not number one anymore and has to take a subordinate role physically and emotionally. They just can't understand what's happening to them. Children express their feelings in different ways and their outward behavior is not always a good reflection of what's going on emotionally. Some children cover up their true feelings; others are more open. A child's rejection, even if it is subtle, can be devastating when experiencing a parent returning home. Some psychologists say part of a child's negative feelings towards a father may be a reflection of the mother's attitudes, suppressed by the wife, but sensed by the children.

Dealing with all these problems requires the honest expressions of feelings in the family. Even if there are not apparent conflicts, the following recommendations are suggested.

a. Talk about your feelings. Before leaving, the father should sit down with the family and discuss the situation, encouraging all to express their feelings about what's happening. Talk about what will happen when he's gone, and what will be different when he returns. Husbands, wives, and children should admit that they don't want Dad to go.

b. Mothers should maintain the same rules for the children. They need stability of an unbroken routine. If the mother relaxes discipline while the father is gone, the children soon learn to resent his return.

c. The wife and children should keep busy during separation: church and school activities, sports, outings, etc.

d. While deployed, the father should write letters to each child. They each need direct communications and not information filtered through their mother.

e. Dad may have to court his children as well as his wife upon return. He cannot expect things to be the same as when he left.

f. Upon returning, Dad should expect some anger and insecurity along with love and happiness. These feelings are normal and need to be expressed.

g. All family members must realize that people change. Upon return these changes are accentuated after a period of long absence. One counselor noted, "Fathers are sometimes threatened when they come back to see that their families have developed new interests, new friends, even new beliefs, but they'll adjust better to the changes if they are explained."

h. The family should spend as much time as possible together for the first couple of weeks after an extended separation.

Material to help your children deal with the separation of deployment is available either at the Family Service Center, Building 1438 (830-6344/6345) or the Family Readiness Center, Building 1438 (830-4163).

D. Problems That May Arise

The following information is provided as a guideline for non-routine situations that may occur. In each instance, first call the Regimental Chaplain (830-4108) or the Religious Ministries Directorate (830-6304) so that assistance in making the system work for you can begin.

1. Death in the Family / Medical Emergency

a. American Red Cross (830-6685) toll free 1-877-272-7337 and Hospital verification is normally required in order to grant emergency leave.

b. Emergency leave is normally granted to assist a Marine/Sailor to resolve a family situation. Verified emergency leave allows a Marine/Sailor to receive monetary assistance from Navy/Marine Corps Relief. For this, he needs emergency leave papers and a copy of a recent Leave and Earnings Statement (LES). Air transportation from overseas to either U.S. coast is provided at government expense.

c. Emergency leave is normally granted under the following circumstances:

1) When a Marine/Sailor's presence will contribute to the welfare of a dying member of his immediate family.

2) Upon the death of a member of the Marine/Sailor's immediate family. Immediate family is defined as the service member's or spouse's mother/father, persons standing in "loco parentis," son, daughter, brother, and sister. "Loco parentis" is defined as a person(s) who voluntarily and without receiving financial or other benefits performs all the functions of the parent(s) including the provisions of home, food, clothing, medical care, moral and disciplinary guidance, and affection for a period of normally five or more years.

3) When an accident or serious illness of a member of the Marine/Sailor's immediate family imposes important responsibilities that he must meet immediately and which cannot be accomplished from his duty station or by other means.

2. Assistance for Survivors

a. Casualty Assistance. The Marine Corps will assign a Casualty Assistance Calls Officer (CACO) to personally notify the next of kin in the event of a service member's death, if he/she is

captured or declared missing in action, or requires hospitalization due to a serious injury while on active duty. The CACO will also assist with funeral and burial arrangements.

b. Burial Assistance. The Department of the Navy will provide or reimburse survivors for transportation, religious services, vault, gravesite, and other burial expenses. The Veterans Administration (VA) will also provide burial in a post or other national cemetery on a space available basis. Also, the VA will provide a headstone or grave marker automatically when a veteran is interred in a national cemetery. If the family chooses a civilian cemetery, the VA will provide (free of charges) a government issue grave marker or will make allowance toward the cost of one the family chooses.

3. Insufficient Funds to Pay Bills

a. The Navy/Marine Corps Relief Society (830-6323/6324) offers grants and no interest loans in an emergency for such needs as rent, food, dental care for dependents, and other basic living expenses.

b. The American Red Cross offers emergency relief and limited medical care.

4. Legal Assistance

a. Call the Joint Legal Assistance Office (830-6111) for the following:

- 1) Advice on consumer law
- 2) Preparation of wills
- 3) Preparation of powers of attorney
- 4) Notary Public services
- 5) Court representatives for Corporals/Petty Officer Third Class (E-4) and below
- 6) Family law information (divorce, annulment, adoption, guardianship, name change, and non-support)

5. Planning a Trip

- a. Leave your house key with a trusted neighbor so she can check your house each day.
- b. Discontinue newspaper services or have a neighbor pick up the newspapers.
- c. Ask a trusted neighbor to turn on a light in a different room daily or buy an electric timer to turn the lights on and off.
- d. Please contact your company KVN contact wife before you leave and give a point of contact for important deployment update information.
- e. Have someone maintain your yard.
- f. Tell the police (PMO if you live on base) when you will be leaving and when you expect to return.
- g. If possible, have a friend housesit while you are gone to do the steps listed above.

6. When You're Home Alone

- a. Keep doors locked. Ensure your children also lock the doors.
- b. When someone calls, do not open the door unless you know who is there. If you have a peephole, use it.
- c. Don't volunteer information to an unknown telephone caller.

d. Hang up immediately if you receive an obscene phone call and report it to a phone company representative.

e. If someone is looking through your window, go to the phone and call the police.

f. Avoid going into an unlit yard alone at night.

g. A dog can frighten a would-be intruder.

7. More on Safety and Security

a. If you don't have a peephole in your front door, have one installed.

b. Install keyed deadbolt locks on all outside doors.

c. Install locks on all storm or screen doors.

d. Post emergency phone numbers and procedures near the phone.

e. List only last name and first initial in the phone book or get an unlisted number.

f. Your mailbox should have only your apartment or house number on it unless the post office absolutely requires your name.

g. Have more than one plan of escape in case of fire, burglary, etc. and rehearse them. Have a designated spot away from the house for the family to meet and check to see if all are there.

h. Use outdoor lighting and light timers frequently.

i. Do not tell people, except your family and close friends, that your spouse is deployed.

j. If laundry facilities are in another part of the building or in a separate building, schedule laundry during daylight hours.

k. Go to evening functions with at least one other spouse.

l. Park and lock your car in well-lit areas. Have your keys ready in order to prevent fumbling with them when you get to your car.

m. For information on local crime prevention programs, contact the base Provost Marshall's Office (PMO: 830-6800) or your local law enforcement agency.

8. If Depression Occurs

a. Contact the Family Service Center and ask to speak to a counselor.

b. Call either the Protestant or Catholic Chapel.

c. Ask a friend or neighbor to spend some time with you.

d. Plan a special activity or short outing.

e. If you have suicidal thoughts, contact the U.S. Naval Hospital (OOD 830-2190) or the Duty Chaplain (same number).

E. If You Move Before or During a Deployment

1. Contact as soon as possible after the move to get any allotments your husband may have set up for the family. Include his name and SSN.

For Marines:

Defense Finance and Accounting Service

Code JEB, Allotment Branch

Kansas City, MO 64197-001

For Sailors:

contact the FMF Navy Personnel

Office

ph. # 830-6319

2. If you are in Tricare and are going to be leaving the area for more than four months, please see the Tricare office in the outpatient records area of the hospital. If you are out of the 29 Palms area and have any questions you may call 1-800-242-6788.

3. If you live in government housing, you will need to make arrangements with them. Approved absences are usually no longer than thirty days.

4. Give our new address and phone number to the key volunteer who contacts you or to the Key Volunteer Coordinator.

F. Military Pay

1. Pay and allowances during deployment. The following are some explanations concerning the pay and allowances an individual may rate while the unit is deployed.

- a. Family Separation Allowance (FSA). FSA is payable to all members with dependents. FSA starts on the 31st day while deployed away from the member's dependents and is paid at the rate of \$100.00 (effective 01 Jan 98) per month for all grades.
- b. Basic Allowance for Subsistence (BAS). BAS is a non-taxable allowance for food. Single enlisted men authorized to live off base, all married enlisted men and all officers married or single receive BAS. Because enlisted men living in the barracks eat in mess halls on their military base, they do not receive BAS. BAS is calculated on a daily basis. The current amount is \$241.60 per month. BAS for enlisted men will be stopped the day before deployment. At that time, meal cards will be issued.
- c. Deployment Per Diem. The Joint Federal Travel Regulations (JFTR) authorize payment of standard or flat rate per diem, hereafter referred to as deployment per diem, for members of units deployed overseas. The rate for a ground unit is \$9.60 per day or approximately \$288.00 per month for officers and enlisted while deployed. Deployed per diem will be paid in an individual's regular pay and will start after 30 days being deployed.
- d. Career Sea Duty. Career sea pay is special pay which is payable to Marines/Sailors in pay grades E-4 and above upon permanent assignment to sea duty. Career sea duty pay rates are based on the amount of sea duty accumulated by the Marine/Sailor.

2. Management of Family Money. Marines/Sailors with dependents may use any of the procedures outlined below to help them provide money to themselves and their families during the deployment.

- a. Dependents or Relatives Allotment ("D" Allotment). A "D" allotment is authorized to a dependent, relative or divorced spouse. A Marine/Sailor may have more than one "D" allotment in effect; however, only one "D" allotment may be authorized to one person receiving it. Make sure the family has enough money per month to cover total monthly expenditures:
 - 1) The minimum amount of the allotment should cover the month's rent, food, and the monthly bills.
 - 2) An allotment may be sent to a joint checking account.

- 3) If possible, you should start your allotment two months before you deploy so you and your spouse will have time to adjust to this new responsibility.
 - 4) To increase the amount of an existing allotment, you need to request a change amount allotment. Go to IPAC or NAVPERS to get one.
- b. Bank Accounts/Direct Deposit. Many couples find that the most efficient way to manage their money during deployment is to have the Marine's/Sailor's check deposited directly into their bank account. A second account is taken out for the Marine/Sailor and a specified amount (usually not more than 10% of the base pay) is placed in it every payday by the spouse. An allotment can also be utilized for this recurring deposit.

c. Split Pay Option.

- 1) Split pay is an option that allows Marines and Sailors permanently stationed out side CONUS to receive a payment at their duty location while the remainder of their pay is deposited at the financial institution of their choice.
- 2) Eligible Marines/Sailors select the amount they wish to receive at their duty site each payday. This amount is called Requested Deployed Pay Amount (RDPA).

The RDPA must be an even dollar amount and it cannot exceed the Marine/Sailor's normal pay. The personnel office will set up a means to obtain these selected amounts. The Marine/Sailor is then paid with a hard check and the remainder of his check is sent to this checking/savings account.

- 3) Advantages:
 - a) Marines/Sailors will not have to cash personal checks to get money
 - b) The problems with a spouse and a Marine/Sailor operating from then same checking account could be eliminated,
 - c) Marines/Sailors who prefer savings to checking accounts will now be able to have access to funds while deployed.
- 4) Limitations:
 - a) Marines/Sailors may only be paid those monies chosen for the RDPA
 - b) Reenlistment bonuses, advance pay, etc... will be paid by direct deposit payments. Marines/Sailors will have to access these funds by cashing a personal check.

d. Which one to choose? "D" Allotment, second account, or split pay option, each has its good points. We feel the "D" allotment is the best for two reasons:

- 1) If a Marine/Sailor gets into trouble and receives a forfeiture in pay, the forfeiture amount will not stop or subtract from the "D" allotment.
- 2) If a conflict breaks out and the Marine/Sailor is declared MIA or POW, all moneys will stop except for the "D" allotment; if you're living from payday to payday, you will have to save enough money to start the allotment because it will cut our pay on the 15th of the month that the allotment takes effect.

IV. RESOURCES TO ASSIST YOU

A. American Red Cross

ARC provides a variety of services to service members and their families including

- Message Service – the ARC Emergency Communications Center will send an emergency message between family members.

- Disaster Assistance – lodging, food, clothing after a disaster such as fire, flood or earthquake.

- Health & Welfare Inquiries – communication between service members and family members

- Education – courses in First Aid, CPR, Disaster Preparation, Water Safety.

Call 760-830-6685 or 1-877-272-7337.

B. Career Resource Office

CRO helps service members and family members find employment. Workshops and seminars are offered. Includes Transition Assistance Program (TAP) and Family Member Employment Assistance Program (FMEAP).

Call 760-830-7225.

C. Chaplain

Chaplains are professionally trained personnel that can help when you have a sensitive problem and need confidential assistance. They provide special attention to interpersonal relationships, adjustment to military life, and reconciliation and hope to those in need. Chaplains help find solutions to financial, health, marital and family problems with a unique counseling and strong spiritual background. Local Chaplains perform religious rites and are available for visits to work areas, hospitals and homes. The base has a Chaplain on duty 24 hours per day.

Call 760-830-2190 (24-hour)

D. Chaplain's Religious Enrichment Development Operation (CREDO)

This program targets married and single service members, family members and retirees, offering a Personal Growth Retreat, Spiritual Growth Retreat, Marriage Enrichment Retreat, Unit Team Building Workshop, Teen Weekend and Family Weekend.

Call 760-830-4989.

E. Child Development Programs

- Bright Beginnings provides childcare for children 6 weeks to 3 years old.

- Family Child Care certifies military spouses to provide child care services in their homes.

- New Horizons provides childcare for children 3 to 6 years old.

- Open Recreation Program provides recreation programs for children ages 6 to 12 years old who are family members of MCCS eligible patrons.

- School Age Care Program provides care for children in 1st through 6th grades.

- Teen Program provides a place at the Youth Activities Center for kids in grades 7 to 12 to hang out.

Call 760-830-3227.

F. Counseling

This office offers family, marital and personal counseling.
Call 760-830-6345.

G. Domestic Violence Intervention

This program provides parenting classes, anger management, domestic abuse intervention programs and one-on-one counseling.
Call 760-830-6345.

H. Education Office

This office provides educational opportunities, tuition assistance, career guidance, counseling, college entrance exams, military classification exams, and a resource room. On-base schools include Copper Mountain College, Chapman University, and National University.
Call 760-830-6881.

I. Exceptional Family Member Program

This program assists service members in providing for special needs for their Exceptional Family Members before, during and after relocation required by a change of duty assignment.
Call 760-830-7740.

J. Information & Referral

This office brings people and resources together, finding answers or sources for your questions. A computer kiosk is available for professional / personal research.
Call 760-830-6344.

K. Key Volunteer Network

1st Tank Battalion has an authorized Key Volunteer Network, which has been established to assist families with support and a communication network. They assist families with support and a communication network. They assist promoting unit readiness in the following ways:

Improving communication between the command and the families

- the Commanding Officer and his family readiness officers work with the Key Volunteer Coordinator, Advisor, and members

- the newsletter, Tanks Tracks, is sent to all wives developing a support and communication network between families.

- operating a phone tree

Key Volunteers are wives of the men in the battalion who have been authorized to serve after having completed training. They assist other family members who may be experiencing difficulties by providing information, referrals, and emotional support.

L. Legal Services

MAGTFTC Legal Services Center can provide a number of legal services, free of charge to service members and their dependents.

Call 760-830-6111/5272

M. Library

The Center Library is an award-winning facility with Internet, video and audiocassettes, computers and events for all ages. Story times for ages 0 to 2 and ages 3 to 5 are offered.
Call 760-830-6875.

N. Lifestyles, Insights, Networking, Knowledge & Skills (LINKS)

LINKS targets Marine and Navy spouses stationed with Marines who have been married less than 5 years and are new to the Marine Corps / Navy team. LINKS helps transition new spouses from the civilian world to understanding the Marine Corps world.
Call 760-830-3705.

O. Navy Marine Corps Relief Society

This agency provides assistance to service members and their families in the areas of:
-Financial assistance – in the form of grants or interest-free loans for basic living expenses (rent, food, utilities); medical and dental care; funeral assistance; emergency transportation; motor vehicle repairs; pay problems; disasters; education.
-Budget counseling – to include establishing a budget
-Budgeting for Baby Class – education for new parents
Call 760-830-6323

P. New Parent Support Program

This program provides supportive and caring services to military families with children ages 6 and under.
Call 760-830-7622.

Q. Personal Financial Management Program

This program provides help with your personal financial management and financial security.
Call 760-830-7342.

R. Prevention and Education

This program provides preventive education on abuse problems, either of people or substances.
Call 760-830-6905.

S. Prevention & Relationship Enhancement Program (PREP)

This program reaches Marines and Sailors who are engaged or married, and who may or may not be having problems in their relationship. PREP teaches couples vital communication tools essential for a strong relationship.
Call 760-830-6304.

T. Relocation Assistance Program

This program helps you make a smart, planned move, both inbound and outbound. A Community Orientation presentation is offered monthly.
Call 760-830-6540.

U. Substance Abuse Counseling Center

This office provides resources to confront and treat substance abuse problems.
Call 760-830-6376.

V. Unity Home

This is a resource for victims of domestic violence. The home offers crisis counseling, support groups and shelter and is available to women and children.
Call 760-366-9663.

V. Communication

A. Postal Information

1. **Mailing Address:** A correct mailing address is critical for timely and efficient mail service. Your correspondence must have your complete mailing address. As the postal system gets established during the deployment, the proper address for each service member will be disseminated.
2. **Mail Service:** Mail service overseas is relatively consistent. You can expect to receive your letter mail 6-7 days after it has been posted. Parcels mailed at Priority or First Class rates arrive in approximately the same time. Parcels mailed at the SAM (Space Available Mail) or PAL (Parcel Air Lift) rates average 12 – 15 days. Surface mail, which is Parcel Post, and Third/Fourth class mail are transported by ship overseas with transit times of 45 – 60 days. When considering transit times for mail to and from overseas, remember that weather and commercial airline schedule changes effect transit times.

Note: Mailing cost is as if the destination were California, not the actual overseas country. You do not pay the mailing expense from California to the overseas site.

3. **Mail Boxes:** Mailboxes are emptied daily, except Sundays and holidays, normally 0700 - 1200, depending on current transportation schedules. All mail dispatched from overseas, regardless of classification, goes by air to the appropriate CONUS gateway from there, by the rate of postage paid, to its final destination.
4. **Parcels:** Parcels mailed to CONUS must bear a completed customs declaration, available at your serving post office. All parcels mailed to CONUS with a value of \$50.00 or less are sent "Duty Free", provided each gift is individually wrapped and addressed.

B. Letter Writing Guide

1. Answer all questions. Write with his/her picture in front of you as though talking directly to him/her.
2. Ask advice when needed.
3. Explain problems clearly. If vague and unresolved situations are given, your spouse will worry. Express yourself clearly and unequivocally so he/she won't have to say, "I wonder what was meant by that?" Neither husband nor wife should try to interpret what the other one says. This leads to "reading between the lines" and distortion of the original meaning. If you don't understand, ask questions; otherwise, accept things at face value.
4. Express appreciation for letters, tapes, etc., mentioning one or two points of special interest.
5. Tell of daily activities in an amusing and interesting way.
6. Remember the importance of the amount and frequency of expressions of affection.
7. Share your feelings as openly and freely as you can without indulging in self pity. Let your spouse know you would like to share his/her feelings.

8. If you have children and they write, have them enclose notes or pictures they have drawn in your letters.
9. Give news, but not gossip, of neighborhood, friends, and relatives.
10. Write often. If that's hard, supplement with cards (funny/romantic). Send an occasional gift. Number your letters.

C. Phone Calls

1. Check with your current long distance provider for rates and comparison shop for the cheapest rates.
2. Use calling cards if possible. Wal-Mart, Sam's Club, and the Exchange all have good calling cards.
3. Stay away from buying cell phones to communicate, bills get out of hand too quickly, and often times contracts have many lines of fine print.

VI. MEDICAL INFORMATION

A. NAVAL HOSPITAL Twentynine Palms (NHTP)

NHTP is a quality medical facility onboard the base, offering routine, urgent emergency care. The Family Practice and Pediatric Clinic can handle routine care as well as provide referral for specialty care. Referrals are made to military specialty clinics within NHTP and NMC San Diego, and civilian clinics at Loma Linda Medical Center in Redlands, facilities in Palm Springs, and a variety of doctors/clinics in the High Desert Area.

Routine appointments and inquiries are made by calling Central Appointments or Nurse Advice Line at 830-2752. An appointment should be available within 30 days. This line is staffed by a group of nurses who are qualified to offer medical advice and if needed, can schedule urgent/same day appointments. The base Fire Department provides ambulance service for those families living on base to the Emergency room at NHTP.

NHTP has a Website: www.nhtp.med.navy.mil

B. TRIWEST

TRIWEST is a managed health care program for active duty and retired service members, their families and survivors. TRIWEST combines civilian and military medical resources and is designed to improve timely access to health care, maintain the same quality of care, offer more services and a full range of specialists, give a choice of providers, and control health care costs.

California is located in TRICARE Region 19. TRICARE offices are located at NHTP. It offers three options and only TRICARE Prime requires Primary Care Manager (PCM). TRICARE Service Line is 1-888-TRIWEST.

1. TRICARE Prime

This program is for care received at MCAGCC or off base.

PCM – You choose your PCM, who must be listed with TRICARE as a TRICARE PCM.

Enrollment – Enrollment is necessary and is conducted at your nearest TRICARE facility.

At NCAGCC, this facility is NHTP. At the time of the enrollment, you designate a PCM, which may be a clinic at the Naval hospital (Pediatrics, Family Practice, etc.) or a civilian doctor listed with TRICARE as an authorized PCM.

COST:

- If the PCM is NHCP, there is no cost to you for a doctor's visit
- If the PCM is a civilian doctor listed with TRICARE, there is no co-payment and no cost to you for a doctor's visit.
- If the PCM is a civilian doctor not listed with TRICARE, an annual deductible fee must be met, usually \$300 per family member. This means that the first \$300 of medical costs for the year must be paid by you. After the deductible is met, TRICARE will determine what is a reasonable cost and cover 50% of that cost.
- Any Prescription filled at NHCP is at no cost to you.
- Any prescription filled at a civilian pharmacy will have a co-payment, \$3 - 9

Restrictions:

- To see a doctor other than the PCM, even if outside California, and have TRICARE pay for the doctor's visit, contact the TRICARE Service Line to receive authorization.
- Emergency care may be obtained in any Emergency Room.
- You may change PCM's, but this must be done through the TRICARE Office.

Advantage/Disadvantage:

- Cost of medical care received from a civilian PCM will probably be less expensive than if provided under TRICARE Standard or TRICARE Extra.
- You may only use your designated PCM unless authorized to see someone else.

2. TRICARE Standard

Enrollment - None other than DEERS.

Cost:

- If the PCM is a civilian doctor, there will be a cost to you for a doctor's visit. An annual deductible must be met, usually \$50-150 of medical cost for the year must be paid by you. After the deductible is met, TRICARE will look at the cost of the visit and determine if the cost is reasonable/allowable. Suppose the visit costs \$100 but TRICARE determines that the visit should only cost \$80. TRICARE will pay 80% of the allowable cost, which is 80% of \$80, or \$64. The remaining cost, \$36, is your co-payment.
- Any prescription filled at NHCP is at no cost to you.
- If you fill a prescription at a pharmacy off-base, the co-pay will be \$3-9.

Advantage/Disadvantage:

- You choose your doctor. Doctor's visits and prescriptions filled at NHCP are at no cost to you.
- You may pay some medical costs.

3. TRICARE Extra

Enrollment - None other than in DEERS

Cost:

There will be a cost to you for a doctor's visit. An annual deductible must be met, usually \$50-100 per family member. This means that the first \$50-100 of medical costs for the year must be paid by you. After the deductible is met, your doctor will charge for

a visit the amount that TRICARE has determined to be reasonable/allowable charge. For the visit costing \$100 under TRICARE Standard, that visit now cost \$80 because TRICARE has determined that to be the allowable cost. TRICARE will pay 85% of the \$80 or \$68. The remaining cost, \$12, is your co-payment. This is a saving of \$24 over the TRICARE Standard program.

- Any prescription filled at NHTP is at no cost to you.
- If you fill a prescription at a pharmacy off-base, co-pay applies

Advantage/Disadvantage:

- You choose your doctor.
- You will pay some medical cost.

MCCS
MARINE CORPS
Community
Values
29 Palms

